

Summary of the Annual Survey of Certified Provider Information 2004

Below is a summary of a certification survey conducted by the DWD Child Care Section. Seventy-five agencies (total number is 80*) returned the survey this year. The 2003 survey information was based on statistics as of December 31, 2003. Note: 1999-2001 surveys included information reported from 78 certifying agencies, the number in 2002 was 80.

This year, the number of certified providers was taken from the Child Care Provider Certification (CCPC) system. The number of family providers decreased by 6% from the previous year. The chart below includes information for all 80 counties/tribes.

Type of providers	1999	2000	2001	2002	2003	Change from 02
Provisional	1185	1167	1441	1335	1194	-10.56%
Regular	3795	3933	4092	3855	3686	-4.38%
Total	4980	5100	5533	5190	4880	-5.97%

In addition to the above, there were 20 certified school age sites certified as of 12/31/03, 10 less than in 2003.

Site Visits

The Day Care Certification rules require certifying agencies to conduct a site visit to certified providers at initial certification and at renewal (every two years) and if the provider moves to a new location. All agencies are complying with the site visit requirement. However, the number of monitoring visits to certified homes (beyond the basic requirement) continues to decrease. In 2001, 69% of agencies reported visiting providers at least once each year. In 2002, the number was 60% and in 2003 the number has dropped to 52%.

Frequency of site visits within a 2-year certification period								
	2000		2001		2002		2003	
Once in a 2-year period	26	33%	24	31%	32	40%	36	48%
Twice in a 2-year period	35	45%	37	48%	34	43%	32	43%
More than twice	17	22%	16	21%	14	18%	7	9%
Total	78	100%	77	100%	80	100%	75	100%

Provider Training

The statewide competency based curriculum was implemented on September 1, 2003. Sixty-three (63) agencies require providers to complete the new course work in order to achieve regular certification status. Twelve (12) agencies accept other training.

Continuing Education

According to the certification rules, the certifying agencies may require regularly certified providers to complete up to 5 hours of continuing education each year. The number of certifying agencies requiring continuing agencies did not change from the previous year. Below is information in more detail.

Continuing education										
	1999		2000		2001		2002		2003	
Yes	20	26%	31	40%	31	40%	29	36.25%	27	36%
No	51	65%	47	60%	47	60%	50	62.50%	47	64%
No info reported	7	9%	0	0%	0	0%	1	1.25%	0	
Total	78	100%	78	100%	78	100%	80	100.00%	74	100%

Information on Agencies Charging Fees for Certification and Background Checks

The number of certifying agencies charging fees continues to increase. Below is detailed information on various fees.

Certification fee/Caregiver background check fee									
Type of fee	2000		2001		2002		2003		
Certification fee only	24	31%	26	33%	35	44%	30	40%	
Background check fee only	12	15%	8	10%	7	9%	7	9%	
Cert & BC fee	12	15%	14	18%	11	14%	15	20%	
No fees	30	38%	30	38%	27	34%	23	31%	
Total	78	100%	78	100%	80	100%	75	100%	

Denials/Revocations and Refusals to Renew

The number of providers whose certification was denied, revoked or refused to renew reduced from the previous year. Also the number of revoked/denied providers who appealed the denial/revocation decision reduced from 2002.

Number providers revoked/denied				
	2000	2001	2002	2003
Caregiver Law	205	104	85	74
DWD 55 - Certification rules	268	155	515	457
Appealed	27	33	107	54
Rehabilitation Reviews	58	24	25	13

Complaints Received by Counties/Tribes on Certified Providers:

The number of complaints filed against certified providers decreased by 15% from the previous year.

Complaints	2000	2001	2002	2003
Total number of complaints	425	371	434	370
Substantiated complaints	136 (32%)	110 (29%)	145 (33%)	140 (38%)

*Agencies not included in this survey are: Douglas, Red Cliff, Bad River, Sokaogon and Lac Courte Oreilles

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